the Transaction Capabilities Application Part (TCAP) or ISDN User Part (ISUP), would allow the owner of the ALI information (e.g., wireless service provider, PBX owner, CAP, etc.) to send the ALI information along with the call. This is the approach recommended as the evolutionary path to the wireless and E9-1-1 network interconnection by the Wireless and Cellular JEM's and is explained in their final reports.

Many of the existing features and standards that exist today for SS7 networks are applicable to E9-1-1 service. However, additional new standards will need to be developed to define data elements and processes for handling and transporting enhanced 9-1-1 calls through the network. One example is the requirement for a unique way to identify each PSAP allowing for intersystem transfers. We support the concept outlined in the JEM of using and reserving the digits 911 as a dedicated NXX (office code) for each area code. This would allow for transfer of E9-1-1 calls to any PSAP in the country. This would be especially useful for mobile satellite systems. PSAP terminal equipment interfaces are another where standards are needed.

G. Access to Text Telephone Devices (TTY)

The Commission should require that wireless communications devices be compatible with TTY units used by

hearing or speech impaired citizens.[2/] This appears to be technically feasible and does not present an unreasonable burden on the equipment manufacturers. In fact, it is the only way to ensure access to advanced wireless services to the hearing and speech impaired community.

H. Equipment Manufacture, Importation, and Labeling

Equipment manufacturers and service providers should be allowed to design and build their systems to meet their needs using whatever technologies or approaches they desire, so long as the requirements of public safety can also be met. The public safety community does not wish to design cellular or wireless networks nor do they wish to unreasonably restrict the flexibility of equipment manufacturers or service providers. However, providing prompt response to citizens needing help is a primary government function. The requirements outlined by public safety are critical to the continued success of E9-1-1 services, in which millions of dollars have been invested.

In general, it may be difficult for the Commission to establish specific rules related to specific pieces of equipment. The best approach for the Commission may be to make compliance with E9-1-1 requirements a condition of a

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[2/] This position does not conflict with the early position restricting access to non-voice devices. We are defining "TTY" as what used to be known as "TDD" devices used by the hearing or speech impaired.

license. The licensee would certify they would work with and comply with requirements to interface to the existing E9-1-1 networks. State or local government authorities should also have the ability to petition the Commission to require a wireless service licensee to comply or face possible license revocation.

The Commission should establish cut-off dates for manufacture, importation, and marketing of equipment not meeting the standards. We urge the Commission to adopt the same 1, 3, 5 year timetable for equipment as for service providers.

The Commission should also require labelling of all new subscriber equipment sold within 30 days of the effective date of the order in this proceeding. Since there is a large amount of equipment already in the distribution chain, this requirement will need to be placed on both the service providers and equipment vendors. Labels can be applied at the point of sale or distribution. The labels should state that "when calling 9-1-1, the emergency service responders will <u>not</u> know your exact location." Additional text should be provided in the user manual or as an easily identified insert. In addition, any promotions or advertisements identifying safety as a reason for purchasing the wireless phone should also contain a disclaimer about location accuracy and limited call back capability.

I. Preemption

The Commission should preempt local regulations which are inconsistent with the regulations adopted in this proceeding, to the limited extent necessary to provide for a uniform approach to wireless interface to E9-1-1 systems.

III. ADDITIONAL CONSIDERATIONS

A. Privacy Issues

Privacy issues appear to be limited to two areas, (1) the delivery and presentation of caller information to the PSAPs and (2) the delivery of customer record information to possibly competitive service providers that supply the ALI database services to the 9-1-1 system administrator.

The delivery of caller information during a 9-1-1 call is considered acceptable in all areas of the country. Most state and local governments consider the act of dialing 9-1-1 to be implied consent to forward ALI information to the PSAP. This approach is widely acceptable and reflects the fact that 9-1-1 callers do not object to having their names and addresses displayed to PSAP operators. The access to this information is otherwise limited, as is access to other sensitive information in the PSAP. Therefore, the Commission should require that service providers transmit all relevant information to the E9-1-1 interface. The actual display of the information will then be determined by state and local laws.

Transmission and storage of information from multiple service providers in a single ALI database represents several difficulties, including privacy issues. Many of the ALI database services including storage are provided by LECs. In an environment where wireless providers and CAPs compete with LECs, there are concerns about having sensitive customer information stored in a competitor's database. Some of these concerns can be addressed as the E9-1-1 network evolves to a system where caller's information is transmitted along with the call by the information source to the PSAP. As the call is transferred and routed, the caller's information would be passed along with the call. We believe this is an essential component of E9-1-1 networks of the future.

In the interim, however, the Commission's rules should reflect the fact that public safety needs exceed service provider's needs for data privacy. Wireless service providers must provide the information to whichever entity manages the database. If necessary, the Commission can adopt rules prohibiting the unauthorized use of information intended for use in an E9-1-1 system.

B. Compatibility with Network Services

The American public perceives that E9-1-1 services are ubiquitous throughout the country. While, many areas of the country and most of the population are covered by E9-1-1 services, there are still some areas that do not have E9-1-1

service, in part because E9-1-1 systems have not become a part of the mainstream telephone network. In fact, just the opposite has occurred. E9-1-1 systems have remained in the early technology of step and cross-bar offices. The best method to ensure that E9-1-1 services remain accessible to the citizens of the United States and affordable to government is to require 9-1-1 services become a part of the standard telephone network. We urge the Commission to adopt rules that place the burden on all providers of telephone service to the public to provide E9-1-1 capability as a basic part of their network.

We also urge the Commission to require that 9-1-1 calls receive priority access through the network through priority queuing as is being discussed for wireless networks. Public Safety would like to see all E9-1-1 services operate the same regardless of the technology used to transport and switch the call.

C. Preemption

We realize some federal preemption of state and local regulation will likely be required to achieve the stated goal of NENA "One Nation - One Number" in this rapidly changing environment. This is particularly true in the wireless arena where the Commission is the primary regulatory body. To this limited extent, we support preemption as long as the needs of public safety are met.

Additional comments regarding specific preemption issues are contained above in Section I.H. (concerning PBX services), and Section II.I. (concerning wireless services).

CONCLUSIONS

In summary, it is technically and economically feasible to implement improved interfaces from both PBXs and wireless systems. The Commission has an important role to play in setting as a national priority the continued viability of E9-1-1 in a rapidly changing and increasingly deregulated telecommunications environment. In the past, the heavily regulated environment in which most service providers operated allowed an avenue for public safety to present their case or effect regulations to ensure compliance with E9-1-1 requirements. However, we believe the price to pay for an increasingly unregulated environment is that specific regulations will be required where necessary to protect life, property, and the safety of citizens. This is one of the primary functions of government.

The past is full of examples where failure to recognize the potential effects on emergency systems created severe problems for public safety officials. A case in point is the problem experienced with cordless phones "dialing" 9-1-1 when receiving interference or when the batteries were low. Cellular telephones are another instance. Few thought the growth in cellular use would be so great that, by 1995, there

would be an estimated 22 million subscriber sets. The costs of fixing such problems after the fact are much greater than dealing with the issues up front. The emerging PCS technologies represent an even greater threat to E9-1-1 systems.

Therefore, in addition to other requirements discussed above, we urge the Commission to take the following actions related to ensuring continued viability of E9-1-1 services:

1. Modify Part 68 to include a specific requirement describing the effects and capabilities of a particular piece of telephone equipment related to E9-1-1 as part of the equipment registration program. The public safety organizations (e.g., APCO, NENA, NASNA) could act as a technical resource to provide input regarding new features or equipment that might have an impact on E9-1-1 systems.

2. Modify Part 20 to require any CMRS license applications that include interconnect to the public switched telephone network include a section that describes how interface to E9-1-1 systems will be accomplished and that the applicant has contacted local E9-1-1 system administrators to work out interconnection details or at least agrees to work

with state and local officials prior to commencing service.

3. Wireline and wireless service providers should be required to provide for E9-1-1 service anytime they develop a new service or network design. Since the distinction between intra- and inter-state is becoming more blurred, the Commission could require E9-1-1 compatibility because much of the same equipment used to route and transport interstate calls is also used for intrastate calls.

Without these and other steps, the 9-1-1 network may degenerate into a network that provides a marginal at best method for accessing emergency services providers.

Therefore, for the reasons stated above, the Commission should establish appropriate regulations to ensure that all telephone users have full access to Enhanced 9-1-1 services, in order to protect the safety of life and property.

Respectfully submitted,

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